

## **AUTOMATED REAL-TIME APOINTMENT CONTROL**

### **Abstract of the Disclosure**

5           An appointment control system provides high speed, real-time  
appointment setting capabilities. The sequential processing of service  
orders and a continuously updated dispatch database, ensure appointment  
setting reliability, in that there is little opportunity for overbooking  
technician network resources. The appointment control system, thereby,  
10   minimizes the occurrence of missed and rescheduled appointments. In the  
event a technician network resource is reduced, the dispatch database can  
be instantly modified to reflect the change. The appointment control  
system is configured to automatically recognize a modification in the  
dispatch database and to transmit notices to appointment setters that  
15   appointments utilizing that technician network resource must be changed.  
Where possible, the appointment control system will automatically re-  
assign such appointments to other available technician network resources,  
without requiring the involvement of the appointment negotiators.